

## Example Submission Guide for Service Requests

Before submitting your service request, please review the examples below. Following these formats will help us process your request accurately and without delay.

### *Example 1: Address Change Request (Hospice Agency)*

**Subject:** Request to Process Address Change – ABC Hospice

**Message:**

Hello,

Please process the following request for **ABC Hospice**, a Medicare-certified hospice provider.

We would like to request a change of address with both the **California Department of Public Health (CDPH)** and **Medicare**.

- **Old Address:** 1234 Old Street, Suite 101, Los Angeles, CA 90001
- **New Address:** 5678 New Avenue, Suite 202, Glendale, CA 91203
- **Effective Date:** May 15, 2025

Please find attached the following supporting documents:

- New lease agreement
- Updated floor plan
- Updated CLIA certificate (if applicable)
- Any other documentation required for this change

Thank you,  
Anna Smith, Administrator

## Example 2: Key Personnel Change Request (Home Health Agency)

**Subject:** Request to Process Key Personnel Changes – ABC Home Health

**Message:**

Hello,

ABC Home Health would like to request changes in key personnel, as required by the **California Department of Public Health (CDPH)**.

We are updating the following roles:

- **Director of Patient Care Services:** Jane Doe
- **Administrator:** John Smith
- **Administrative Designee:** Emily Lee

Please find attached the required documentation for each individual:

- Date of birth
- Social Security Number
- Resume
- Copy of Driver's License
- Any applicable licenses or certifications

This update is effective as of **May 1, 2025**.

Please confirm receipt and let us know if any additional information is required.

Thank you,  
Laura Johnson, RN



# HealthBridge™

## Helpful Tips Before Submitting:

- Make sure all documents are **clear and legible** (no blurry scans or photos).
- Confirm that **dates match** across your forms and supporting documents.
- Include **only relevant personnel** and clearly label attachments.
- Combine documents into **one PDF file**, if possible, for easier review.

If you're unsure what to include, feel free to contact us before submitting your request.